

Information Technology Resource Management Council (ITRMC)
Meeting Minutes

Approved by Council August 25, 2004

June 30, 2004

The June 30, 2004, meeting of the Information Technology Resource Management Council (ITRMC) was held from 8:30 to 11:25 a.m. in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

CALL TO ORDER, WELCOME

Pam Ahrens, Council Chairman, who welcomed members and guests present, called the meeting to order.

ATTENDANCE

Members/Designates Present:

Pam Ahrens, Chair, Dept. of Administration
Hal Bunderson, Idaho State Senate
David Ekern, Idaho Transportation Department
Lee Gagner, Idaho House of Representatives
Mary Elizabeth Jones, Filer, Idaho
David Langhorst, Id. House of Representatives
Roger Parks, JR Simplot Co.
John Peay, Idaho Supreme Court
Gary Stivers, Board of Education

Elliot Werk, Idaho State Senate
Steve Wilson, State Tax Commission

Designates –

Bryon Keely, Local Hwy Technical
Assistance Council / Assoc. of Idaho Cities
Rich Mincer, Department of Education
Robert Taylor, Idaho State Police
Charles Wright, Dept. of Health and Welfare

Absent Members:

Col. Dan Charboneau, Idaho State Police
Ken Harward, Association of Idaho Cities
Dr. Marilyn Howard, Department of Education
Keith Johnson, Office of the State Controller
Karl Kurtz, Department of Health and Welfare

Others Present:

Nathan Bentley, ITRMC Staff
Bob Bergstrom, Liquor Dispensary
Carla Casper, Department of Administration
Dena Duncan, Department of Administration
Rich Elwood, ITRMC Staff
Bill Farnsworth, ITRMC Staff
Tammy Ferguson, TenXsys
Jennifer Finke, Idaho Transportation Dept.
Emily Gales, ITRMC Staff
Bob Hough, Dept. of Commerce and Labor
Bob Hunter, Intermountain Technology Group
Maureen Ingram, Legislative Services Office

Kevin Iwersen, ITRMC Staff
Mike Key, Idaho State Police
Jonathan Perry, Bureau of Homeland Security
Joe Roche, Department of Administration
Chris Seitz, Liquor Dispensary
Layne Simmons, TenXsys
Susan Simmons, Idaho Transportation Dept.
Dan Tennant, Verizon
Rick Thompson, Department of Administration
Randy Tilley, Division of Financial Mgt
Doreen Warren, Idaho Transportation Dept.
Greg Zickau, citizen

MOTION: Jones moved and Parks seconded a motion to approve the December 17, 2003, February 18, 2004, and April 21, 2004, ITRMC Meeting Minutes, and the motion passed unanimously.

ITRMC STAFFING UPDATE

Rich Elwood, Statewide Information Technology (IT) Coordinator and ITRMC Staff, introduced **Greg Zickau**. Zickau would be taking the place of Don Fournier on the ITRMC Staff. Elwood briefly explained Zickau's background.

ITRMC IT POLICIES, ENTERPRISE STANDARDS AND GUIDELINES

Approvals

Per Chairman Ahrens, **Policy 3050, IDANET**, would be delayed until the next Council meeting.

MOTION: Jones moved and Wilson seconded a motion to approve ITRMC IT Policies 1010 IT Standards and Guidelines Framework (*revision*), 2050 IT Security Framework (*revision*), 4110 Agency IT Security Coordinator (*new*), and 5010 Web Publishing (*revision*), IT Enterprise Standards 2110 Office Suite (*revision*), 2120 Electronic Mail – Messaging (*revision*), 3100 Network Services – Internet/Intranet Web Server (*revision*), 3200 Security – Firewall (*six-month review, no revision*), and 4210 Projection (*six-month review, no revision*); and IT Enterprise Guideline G120 Exemption Process (*revision*).

At the request of **Senator Elliot Werk**, Idaho State Senate, **Kevin Iwersen**, ITRMC Staff, reviewed Policy 2050 IT Security Framework and Standard 3200 Security – Firewall.

Following review of Policy 2050 and Standard 3200, the motion passed unanimously.

Division of Financial Management Budget Development Guidelines

Randy Tilley, Division of Financial Management (DFM), addressed the Council. DFM made available on the Internet its Budget Development Manual (<http://www.idaho.gov/dfm/budman/FY2006/BudManContents.html>), which was developed in conjunction with the Legislative Services Office. Said Tilley, a sentence stating agencies must seek ITRMC approval on IT hardware, software, or systems development prior to submitting technology-related budget requests was now located toward the front of the manual under *Highlights and Reminders* (previously, this statement was located in a more inconspicuous area of the document). IT requests not reviewed by the ITRMC Staff would be denied.

Discussion Items:

- **Senator Hal Bunderson**, Idaho State Senate, wondered how DFM defined technology-associated costs. Tilley explained that, since technology permeates everything the state does on a daily basis, that question would be difficult to answer.
 - In response to a follow-up question, Tilley mentioned ITRMC's online application for the entry of agency IT project profiles. DFM had access to this application and could check on the status of agency IT projects. Further, DFM was comfortable with its close working relationship with ITRMC.
 - Tilley answered another follow-up question from Bunderson, stating that, due to limited resources, there were without doubt technological advancement opportunities the state may not be able to enjoy.
- **Representative Lee Gagner**, Idaho House of Representatives, asked if the language regarding

ITRMC was a change in policy from previous years. He also wondered if DFM was the group to enforce ITRMCs enabling statute (<http://www3.state.id.us/cgi-bin/newidst?sctid=670570045C.K>). According to Tilley, the information included in the DFM Budget Development Manual pertaining to ITRMC had this year been brought to the forefront and was not a change in policy. He reiterated the open communication line between the staffs of DFM and ITRMC. Further, DFM expected the ITRMC Staff to determine if requested projects met ITRMC policies and standards, not whether the dollars requested were appropriate.

- Responding to a follow-up question, Tilley advised both DFM and the Legislative Services Office had access to the ITRMC online Agency IT Project Profile application.
- Gagner then asked if the ITRMC Staff reviewed existing agency IT projects. Elwood answered by advising the Staff did not normally monitor operational projects on an ongoing basis.
- **Steve Wilson**, State Tax Commission, pointed out there may be confusion about the meaning of the word ‘approval’ as it was used in the DFM Budget Development Manual, suggesting the language may need to be reworded. Tilley reviewed the statement’s meaning. Chairman Ahrens elaborated, citing ITRMCs philosophy of central coordination and local control.
- Ahrens commented on the need to quantify enhanced productivity in delivering government services as a result of the use of technology. This would be challenging, she said.
- There was some discussion about DFM’s review process.
- In response to a question from Senator Bunderson, Tilley remarked the relationship with ITRMC and agencies was very accepted by agencies; ITRMCs position was understood. Further, agency directors were fully aware of their ultimate responsibility for the success or failure of their respective agencies’ major IT projects.
 - Chairman Ahrens pointed out the ITRMC Staff was working with the vendor community for the education of both parties.

Request for Exemption: State Tax Commission

Wilson explained the State Tax Commission (STC) was requesting exemption from ITRMC IT Enterprise Standard 3220, Security – Virtual Private Network (VPN). He also reviewed portions of the exemption request form submitted by the agency, pointing out STC could comfortably migrate to the state VPN standard. Wilson then indicated some state IT managers were greatly in favor of a Cisco Systems, Inc. product being seriously considered for inclusion in Standard 3220. He discussed this further, adding STC had begun a pilot project with Cisco that involved multiple capabilities by the vendor. Through this project, it was hoped the ability to interoperate among different products would be demonstrated. STC, then, requested an exemption on the basis of the possibility of the revision of Standard 3220. If after 18 months there were no recommendation from the ITRMC Staff to include a Cisco product in the standard, STC would move to the Check Point standard.

Discussion Items:

- Elwood, answering a question from Gagner, explained the process for selecting state standards. He also mentioned in the case of the VPN arena, the two leading contenders (Check Point and Cisco) were coming much closer together in terms of compatibility.
 - Iwersen responded to a follow-up question from Gagner. From a statewide management perspective, he said, it made a lot of sense to be focused on one specific product. From a technical/security perspective, however, both products were very reputable and there was no significant difference in their functionality.
 - Iwersen advised Representative Gagner the technology being discussed related to infrastructure and was essentially transparent to most end user applications. He reiterated that interoperability capability between different products was extremely difficult to achieve at the time Standard 3220 was adopted (October 2001). As vendors had become more focused on industry standards, greater

interoperability capability had been achieved between disparate products. Iwersen also commented about recent discussions with Check Point and Cisco about a pilot test with both vendors' VPN solutions to prove the products could interoperate and communicate with one another.

MOTION: Peay moved and Bunderson seconded a motion to grant the State Tax Commission's request for an exemption from ITRMC IT Enterprise Standard 3220, with an expiration date of June 30, 2006, and the motion passed unanimously.

AGENCY SUCCESS STORIES AND INVITED SPEAKER FORUM

“Portals to Success”

Employee Portal Gets the Word Out for Group Insurance

(Refer to presentation: <http://www.idaho.gov/itrmc/council/minutes/m040630/insurance.pdf>.)

Chairman Ahrens introduced **Rick Thompson**, Administrator of the Division of Internal Management Systems, Department of Administration. She thanked Thompson for conducting the open enrollment process for state employee and retiree health insurance coverage, and mentioned the Employee Portal (<http://employee.idaho.gov>) was used as a key communications tool in the process.

Discussion Items:

- Addressing a question from Senator Bunderson, Chairman Ahrens advised local government entities were not included in the new health insurance contract. Unlike some purchasing contracts, this one did not have a public agency clause. Ahrens then spoke briefly on some logistics and benefits of the new plan.
- Senator Werk asked about future capabilities with regard to health care information available online. He suggested members could be notified periodically of the actual costs associated with their individual health care. Per Thompson, his division intended to utilize the Employee Portal to communicate this kind of general information, e.g. prescription drug and procedure costs. He also mentioned Blue Cross of Idaho (Blue Cross) had put in place a process allowing retirees to track the cost of their prescriptions; this program could probably be made available to active employees, as well. Thompson then spoke to privacy issues associated with compiling/providing member-specific information. However, the information could be made available to individuals via a secure website.
- In reply to Representative Gagner, Thompson advised a section of the bid specifications dealt strictly with claims management. Further, the contract between Blue Cross and the state included performance specifications, with penalties, for claims processing timelines, etc. These things would be monitored by the state.
 - Chairman Ahrens touched on the possibilities of disease management.

Trucking in Idaho Just Got Easier

Per **David Ekern**, the Idaho Transportation Department (ITD) was heavily engaged in the use of technology in the delivery of its products and services. He continued with some examples.

Jennifer Finke, ITD, began by offering information on what was needed by a trucking company in order to travel cross-country. The state's Trucking Portal, www.trucking.idaho.gov, provided one place to obtain all the necessary documents. Finke explained the website was developed by **Access Idaho** (provider of the state's official portal, www.idaho.gov) in conjunction with ITD, STC, and the Idaho State Police (ISP). She then reviewed the portal's features, pointing out it helped motor carriers conduct

business with the state more efficiently. According to Finke, there was savings to ITD in several areas as a result of the success of the Trucking Portal.

Discussion Items:

- Finke advised Representative Gagner of how trucking-related payments were made and accepted.
- Senator Werk wondered how truck drivers accessed the website. Said Finke, most truck stops and hotels offered computer access, and many truck drivers carried laptop computers.
- Chairman Ahrens pointed out some of the graphics used on the Trucking Portal were obtained from the Department of Commerce and Labor as part of an initiative to “brand” Idaho state web pages.
- **Robert Taylor** of ISP mentioned the close working relationship between his agency and ITD on this and a number of other projects.
- Said Ahrens, ITD was the first agency to work with Access Idaho in offering an online application to the citizens of Idaho. This helped Access Idaho’s cash flow in its early days of managing the state portal.

Finke closed by emphasizing what a good partner Access Idaho was on this and other projects.

Collecting Fuel Taxes an Idaho First in the Nation

Doreen Warren explained STCs involvement with the Trucking Portal, including what was required of the trucking industry by the agency. Filing of Idaho International Fuel Tax Agreement (IFTA) returns was available online through Access Idaho. Use of this method had reduced the error rate for these returns by about 95 percent. Warren mentioned some future plans for additions to the portal.

Discussion Items:

- Warren responded to a question from Senator Werk by reviewing IFTA return payment options.
- She discussed avenues for **marketing** the site. **Bill Farnsworth**, ITRMC Staff, added Access Idaho had wallet-sized informational cards prepared to market the portal.

STATE IT STRATEGIC PLAN IMPLEMENTATION REPORTS

Elwood first congratulated Chairman Ahrens for accepting responsibility and sponsorship of IT Strategic Plan goal two, ‘Manage information technology from an enterprise perspective.’ Then he explained certain ITRMC committees and work groups had been placed under specific goals.

Simplify delivery of government services and information

Keith Johnson asked Farnsworth to give a brief report in his absence.

- www.idaho.gov, the Employee Portal, the Trucking Portal, and the Business Portal (when completed) fell under this goal.
- An initial information meeting was held to plan the undertaking.
- The Access Idaho Steering Committee would be a part of goal two efforts.
 - So far, four Idaho counties were utilizing an online vehicle registration renewal application.
- A Business Portal progress report was given.

Manage information technology from an enterprise perspective

Chairman Ahrens called on Elwood to provide an update.

- Elwood had begun to identify some areas in which committees should be formed to deal with enterprise architecture.
- The IDANET Steering Committee had been grouped under this goal.

IDANET Steering Committee

Ahrens recognized **Bob Hough** of the Department of Commerce and Labor for his work on the IDANET project.

Susan Simmons, ITD and steering committee Chairman, reported:

- Overall, IDANET was financially and technically sound. Per Simmons, this was due to agency collaboration and the efforts of select individuals.
- The steering committee was trying to work with individual agencies to find solutions that would benefit both the agency and IDANET.
- A white paper was being drafted to help agencies define IDANET and identify its benefits.

Chairman Ahrens mentioned the IDANET contracts included a public agency clause, making them available to all tax-supported entities.

Protect the privacy and confidentiality of citizen information

Enterprise IT Security and Business Continuity Committee

Charles Wright reported on behalf of committee Chairman Karl Kurtz. The group's three subcommittees were making progress.

- The Business Continuity Subcommittee was identifying an inventory of shared infrastructure that could be subject to failure during a disaster or other situation. Once identified, a plan to mitigate these areas would be established and presented to the Council.
- The Security Subcommittee focused mostly on network and data security. The group was working to identify a baseline requirement for security policies and procedures for every state agency.
- The Privacy Subcommittee was undergoing privacy awareness and education by the Department of Health and Welfare's privacy officer.

Discussion Items:

- Senator Bunderson wondered if privacy policies, when adopted, were expected to cover a broad scope and be applicable in other settings such as the geographic information system (GIS) arena. Per Wright, the group was interested in identifying best practices and minimal acceptance. Agencies would then have the opportunity to reach the minimal acceptance level, and use best practices to move beyond that position. He added privacy was an awareness issue—of what information should not be shared and why, and who needs to know about it.

Promote collaborative relationships

Nathan Bentley, ITRMC Staff, addressed the Council in the absence of Colonel Dan Charboneau (refer to slide: <http://www.idaho.gov/itrmc/council/minutes/m040630/goal4.pdf>).

- The first meeting of the goal four group was held on June 25.
 - It was recommended the word 'federal' be added to the goal: 'Promote collaborative relationships between *federal* and state agencies...'

There was general consensus among Council members present that the word 'federal' be added to the fourth goal of the State IT Strategic Plan, as recommended.

- There were no plans to create a new committee to handle goal four. Goal sponsor Col. Charboneau, along with Bentley, would work within existing groups.
- It was recommended the last action listed under goal four ('Create a common framework for Internet-based services through Access Idaho...') should be delegated to Johnson and the goal one group.

- Per Chairman Ahrens, Bentley should follow-up with Johnson and make the recommendation at the August Council meeting.

Idaho Criminal Justice Information Integration Task Force

Said **John Peay**, Idaho Supreme Court and task force Chairman, the idea of criminal justice information integration was one that had existed for about twenty-five years. This idea was an elusive goal due to the many parties that could be involved in processing a criminal case. Peay went on to explain some issues that could pose challenges at the state level, including a mix of funding sources and reporting requirements. In the reporting continuum that existed within the criminal justice community, the ideal of information integration was a **constant thread of shared information**. The state had done a good job of beginning to establish opportunities for sharing data between agencies to facilitate its operations, he said. The task force had looked for gaps in places where the continuum of information was broken and found challenging areas were the prosecutor's offices and certain aspects of local law enforcement. In an effort to try to reach out to those very important players, Peay had approached the presidents of both associations and requested meetings with them about the opportunities that may be available in sharing access to existing systems and perhaps to look for opportunities for system development, etc. He was invited to speak with elected prosecutors on August 6 and was scheduled to meet with the Idaho Sheriff's Association on September 23.

Peay discussed some challenges and opportunities the task force would face. He touched on information already available via the Internet to appropriate criminal justice agencies, i.e. the Department of Juvenile Corrections' Idaho Juvenile Offender System (IJOS) and drivers' records. Unfortunately, their availability was widely unknown. Peay then talked about the Idaho Statewide Trial Court Information System (ISTARS) Data Warehouse and its capabilities. ISTARS, the main application supported by the state judicial branch, provided the ability to look across county boundaries.

Discussion Items:

- Senator Bunderson suggested a legislative concurrent resolution could be written that defined the players involved in Idaho's criminal justice arena, and how those players should communicate among each other. This action could be helpful when trying to obtain federal funding, he said.
 - Peay spoke a bit more on the interrelationships between different players.
 - He also touched on the possibility of using driver's license barcodes to help law enforcement agencies do their jobs more efficiently.
- Chairman Ahrens agreed with an earlier comment by Peay, saying state agencies were working closely together. Interacting with local jurisdictions, however, was a challenge.

Idaho Geospatial Committee

Jonathan Perry, Bureau of Homeland Security, addressed the Council.

- The committee (IGC) recently made the successful transition of having two new members.
- A National Agriculture Imagery Program (NAIP) update was provided.
- At the request of Senator Bunderson, a standard dealing with the sharing of personal information pertaining to cadastral data (relating to real property and geographic location) had been developed. The draft standard, prepared by the IGC Cadastral and Geodetic Control Technical Working Group, had been forwarded to Senator Bunderson.
- The state would host the next annual meeting of the National Digital Orthophoto Program (NDOP) Steering Committee, October 5-7.
- The Interactive Numeric and Spatial Information Data Engine for Idaho (INSIDE Idaho), Idaho's official geospatial data clearinghouse, was now the primary source of information for The National Map, the U.S. Geological Survey's online interactive map service.

- The Association of County Assessors was working on creating a mapping manual to be used as a reference tool for local governments. It was hoped this document would eventually lead to a unified, integrated GIS program for all Idaho counties.

Discussion Items:

- The NAIP was discussed in more detail, including the nature of the photography that would be taken. Bentley provided some background information.
 - Senator Bunderson briefly discussed some privacy issues related to this kind of data.
- Bentley, at the request of Senator Bunderson, gave an update on the Real Estate Information Technology (REIT) Plan, which was drafted by local governments. The REIT Plan related to the charging by Idaho's local governments for the creation, maintenance, and dissemination of digital data.
- Responding to a question from **Mary Elizabeth Jones**, Filer, Idaho, Bentley advised voting precinct/district information was available at INSIDE Idaho (<http://www.insideidaho.org/>). Jones suggested the polling places be shown on a map.

Use 'state-of-the-art' procurement practices...

Wilson reported the he was working with Chairman Ahrens and Elwood to put together a committee. This group should be finalized by mid-July, and one or two meetings would be held before the August ITRMC meeting. A more substantial report would be provided at that time.

Ahrens invited Council members to participate in any of the goal groups.

NEW BUSINESS

Rich Mincer mentioned the Department of Education was entering into a contract with a third party for its Idaho Student Information Management System (ISIMS) operation center.

Per **Gary Stivers**, the State Board of Education had just completed bids for a third academic indicator for K-12, which would provide another form of assessment to measure growth of students, and another package allowing remediation for those students.

Roger Parks volunteered to participate with the goal two group. Jones offered to serve on the goal one committee.

Elwood talked about a cooperative effort in applying for a U.S. Department of Homeland Security grant. The basis for the grant was to create a demonstration project in Idaho utilizing resources from the private sector, local jurisdictions, and others. The pilot project would be created using cutting-edge technology and allow first-responders to communicate via voice, data, and video transmission in the event of an emergency.

Digital Government Boot Camp

The next 'Boot Camp' would be held in 2005, with the IT Strategic Plan as its theme. The goals would be used as guidelines for selecting high-quality, nationally known speakers. The timeframe for the event was discussed briefly, and Chairman Ahrens asked the staff to send suggested dates to Council members electronically for response.

ADJOURNMENT

As there was no other new business to come before the Council, Chairman Ahrens thanked those in attendance and adjourned the meeting at 11:25 a.m. The next meeting of the ITRMC would be held on Wednesday, August 25 from 8:30 to 11:30 a.m. in the East Conference Room of the Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant